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Memorandum

TO: BATA Oversight Committee

DATE: February 4, 2009

FR: Deputy Executive Director

W. I. 1253

RE: Change Order #16 – FasTrak® Regional Customer Service Center: ACS State and Local Solutions, Inc. (ACS)

In May 2005, ACS began operation of the FasTrak® Regional Customer Service Center (CSC) under contract to BATA. The Regional CSC began production in a new facility and with all new equipment. One component, the automated phone system, has reached the end of its useful life. The system is almost 4 years old, has become obsolete and is no longer supported by the vendor.

ACS is proposing to replace the phone system hardware and software to the currently supported version. The new system will be more flexible and easier to maintain. In addition, it is expandable to support additional phone lines as demand grows. The cost of the phone system upgrade including equipment, software and support services is \$125,000. BATA has programmed funds in the Toll Bridge Rehabilitation program for this upgrade. Pursuant to our contract with ACS, BATA owns the CSC phone system, which would allow BATA to use the system under any contract agreement.

Recommendation

Staff recommends the Committee authorize the Executive Director or his designee to negotiate and enter into a change order with ACS for an upgrade of the automated phone system for the CSC project in an amount not to exceed \$125,000.

Andrew B. Fremier

SH:bz

REQUEST FOR AUTHORITY APPROVAL

Summary of Proposed Contract Change Order

Work Item No.: 1253

Contractor: ACS State and Local Solutions
San Francisco, CA

Change Order No.: #16

Work Project Title: FasTrak[®] Regional Customer Service Center

Purpose of Project: Install automated phone system upgrade at the Customer Service Center

Brief Scope of Work: Purchase and install equipment, hardware and software to upgrade the automated phone system at the CSC.

Project Cost Not to Exceed: \$125,000 (current contract amount = \$63,892,642).

Funding Source: Bridge Tolls

Fiscal Impact: FY 2008-09 Toll Bridge Capital Rehabilitation Budget.

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a change order to the FasTrak[®] Regional Customer Service Center contract with ACS State and Local Solutions to upgrade the automated phone system and the Chief Financial Officer is directed to set aside funds up to \$125,000 for such amendment.

BATA Oversight Committee: _____
Steve Kinsey, Chair

Approved: Date: February 11, 2009